Check Sheet 13 May 2024

These are steps that need to be taken at the start of the Support working day.

Created on Monday, May 13th 2024 08:56:24

Tasks 0/12

1	**Change the Support Number**
2	☐ Changing the Support Number
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9	☐ Unassigned Emails - Junk
10	☐ Unassigned Emails - Critical
11	☐ Unassigned Emails - Action
12	**Start FB2B Daily Support Actions**

Change the Support Number

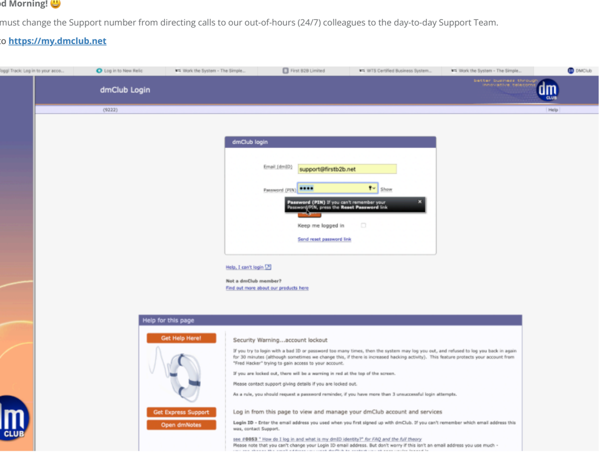
Change the support number so calls go to the day support team from the out-of-hours support team.

Changing the Support Number

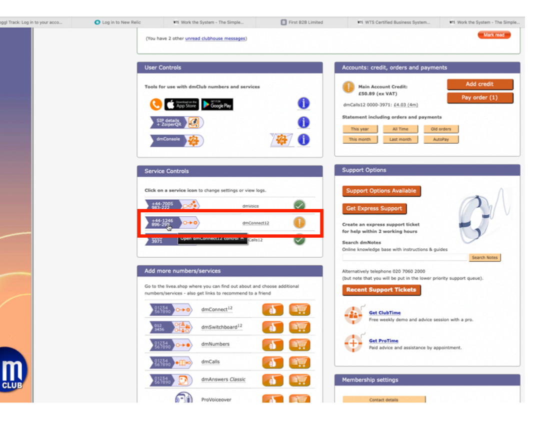
Good Morning! 😃

We must change the Support number from directing calls to our out-of-hours (24/7) colleagues to the day-to-day Support Team.

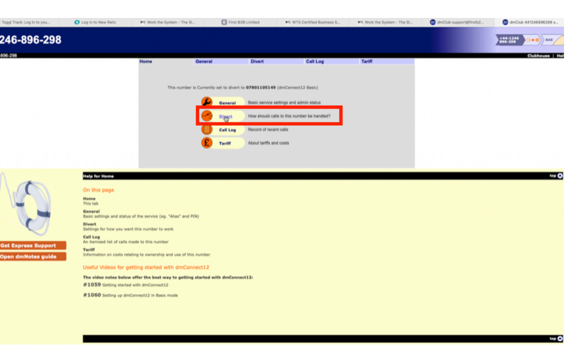
Go to **https://my.dmclub.net**



Click on Service Controls for +44 1246 896 298



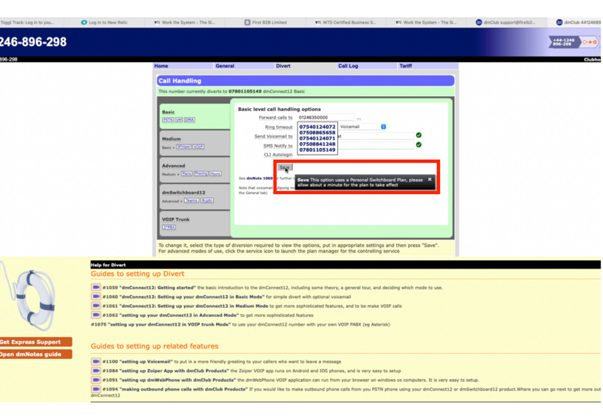
Click on the Divert Button



On the Forward Call To Box, type 01246 350000

Leave the SMS Number as is.

Click Save



This is the Workday Start-Up Completed 👍

Cleardown System Notifications

We now need to clear any system notifications that have come in overnight.

We do this to 'see the wood for the trees'. System notifications may be false alarms as other companies' systems often have small periods of downtime overnight, which generates a notification but is resolved in a few minutes.

After we have performed this clear down, we can see in 15 minutes if we have any system notifications still occurring. The system notifications that arise after the cleardown will need to be addressed.

Log onto Celosia/System Notifications - **https://celosia.firstb2b.net/tm/system_notifications**

Alan Workers Check

Record the number of alerts at the start and end of your check

Start	End	Comments

Our system uses Alan workers for each process; this page shows us if we are experiencing a high volume for a particular process.

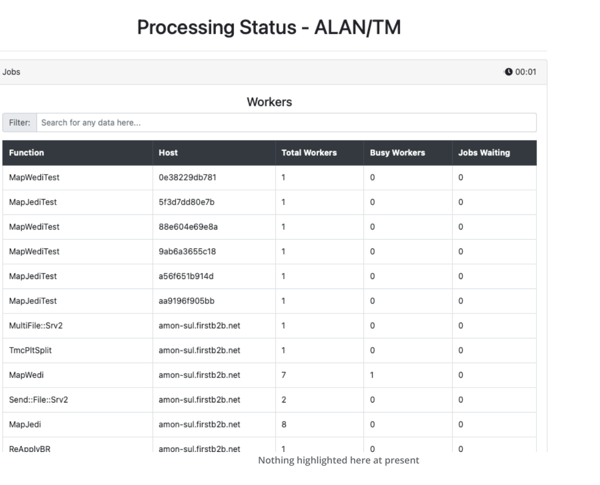
This is indicated by highlighting the Jobs Waiting field in either Amber or Red.

Amber is a warning and red means it could be critical.

The screen automatically refreshes every 10 seconds.

Log onto Celosia/Alan Workers - Celosia/Alan Workers

The page will present you with the following view.



Function	Host	Total Workers	Busy Workers	Jobs Waiting
MapWediTest	0e38229db781	1	0	0
MapJediTest	5f3d7dd80e7b	1	0	0
MapWediTest	88e604e69e8a	1	0	0
MapWediTest	9ab6a3655c18	1	0	0
MapJediTest	a56f651b914d	1	0	0
MapJediTest	aa9196f905bb	1	0	0
MultiFile::Srv2	amon-sul.firstb2b.net	1	0	0
TmcPltSplit	amon-sul.firstb2b.net	1	0	0
MapWedi	amon-sul.firstb2b.net	7	1	0
Send::File::Srv2	amon-sul.firstb2b.net	2	0	0
MapJedi	amon-sul.firstb2b.net	8	0	0
ReApplyBR	amon-sul.firstb2b.net	1	0	0

Nothing highlighted here at present

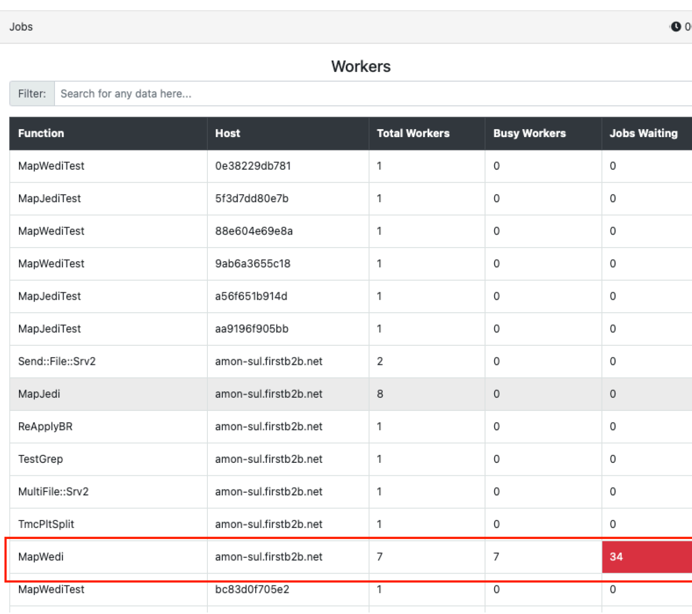
The screenshot below shows a possible critical issue where several jobs are waiting to be processed, which is highlighted.

This is informing us that Function MapWedi has 34 jobs waiting. The system keeps working to process the jobs and should clear.

As it works through, you may also see this reflected on the Celosia Alerts page. These may disappear from the Alerts page when the Worker has processed them.

If records show on the **Celosia Alerts** page **after** the Worker has processed and cleared the jobs waiting, please refer to the "Celosia Alerts" task.

Celosia/Alerts



Function	Host	Total Workers	Busy Workers	Jobs Waiting
MapWediTest	0e38229db781	1	0	0
MapJediTest	5f3d7dd80e7b	1	0	0
MapWediTest	88e604e69e8a	1	0	0
MapWediTest	9ab6a3655c18	1	0	0
MapJediTest	a56f651b914d	1	0	0
MapJediTest	aa9196f905bb	1	0	0
Send::File::Srv2	amon-sul.firstb2b.net	2	0	0
MapJedi	amon-sul.firstb2b.net	8	0	0
ReApplyBR	amon-sul.firstb2b.net	1	0	0
TestGrep	amon-sul.firstb2b.net	1	0	0
MultiFile::Srv2	amon-sul.firstb2b.net	1	0	0
TmcPltSplit	amon-sul.firstb2b.net	1	0	0
MapWedi	amon-sul.firstb2b.net	7	7	34
MapWediTest	bc83d0f705e2	1	0	0

MapWedi is showing a potential critical at 34 jobs waiting

If the Workers do not clear within **five** minutes and/or the number highlighted increases, please urgently escalate to the OPS Management and Development team.

This task has been completed. ☑

Receipt Time Alerts

Record the number of alerts at the start and end of your check

Start Value	End Value	Comments

The Receipt Time Alerts page is designed to show where documents have yet to be received, alerting us to potential issues with internal FB2B systems or on the receiver side.

However, you may see some transaction alerts where some validation may be applied to the configuration, preventing the file from getting to the endpoint by design.

You may also check for historical alerts where an incoming support case has been logged with us; to check for this, you only need to amend the search criteria accordingly.

The black header lines provide self-explanatory information, which is based on the system-calculated average (over 90 days of transmissions), including the average receipt time, and adds an alert threshold.

It will also show any time difference from what the system has expected (+00:24:31.00)

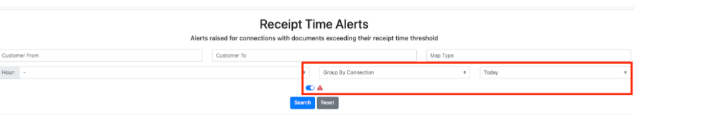
- The Sender
- TheReceiver
- The Doc Type
- Number of Raised Alerts
- Number of Documents affected in the Slowdown
- System Reliability

Log onto Celosia/Receipt Time Alerts - **Celosia/Alan Jobs**

If any alert has been raised, we need to investigate to identify the cause and take action, ensuring a support case has been raised, and our client has been notified where necessary.

The selection criteria for support to check current alerts should be as follows:

- Group by Connection
- Today
- Warning Triangle enabled



Now that you have searched with the specified criteria, you should be presented with several records if any alerts have occurred, and all should have a warning triangle in each record/row.

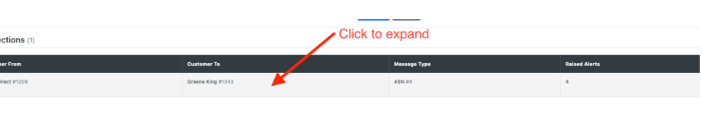
Note: You must provide the number of alerts at the start of your check and the number you finished on - please provide comments where you have created a case to report the alert (include case number) to our client or if this is a known/expected validation reason for this alert.

You should be presented with the default view. (entries on the screenshot are for example purposes)

Click into a row, and the line will appear, providing details.

Example One

Fresh Direct - Greene King - ASN

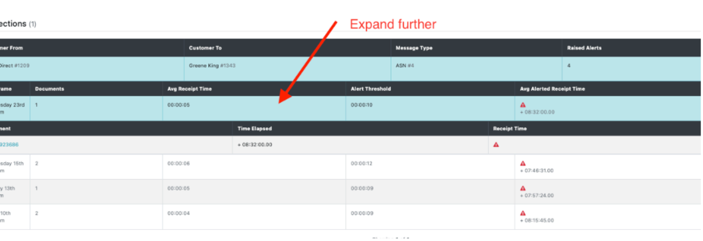


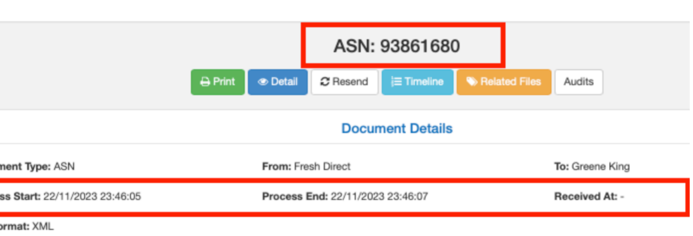
Now you have a summary, you can click into the row again to expand further.

Note: the reference of the Document is **NOT** the document number (e.g. Invoice/ASN number); this is the transaction ID of that transaction within our database.

- Click on the document number provided
- This will take you (via a new window) to the Lens where the actual document number is provided, in this case, the ASN number.
- Please take note of the Process start & end times.
- You will also notice the Received at Time is blank
- Copy the document number on Lens (in this case, the ASN number) and search on Alan Jobs.

If you encounter any issues NOT identified in this document, please raise them with OPS Management.





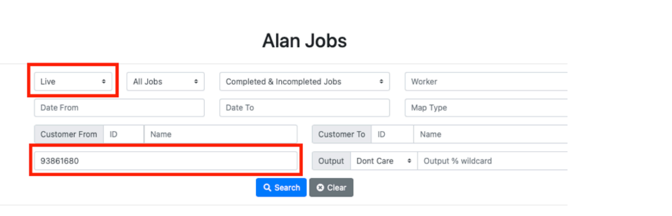
We now have the document number; we should search for this on Alan Jobs within Celosia.

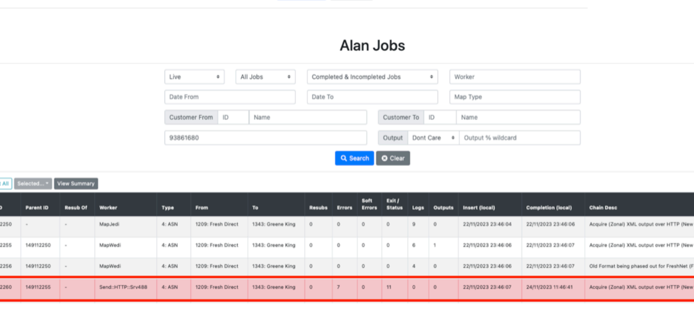
Log onto Celosia/Alan Jobs - **Celosia/Alan Jobs**

To search for your document, use the following search selection.

- Choose the correct environment - this will be LIVE
- Paste the document number in the TEXT field
- Click on search

It should present a results table; this example highlights the SEND: HTTPS.

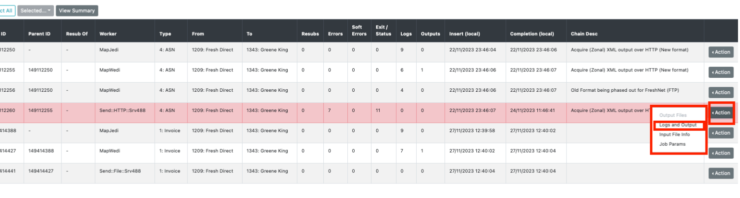




We should do the following actions to find the error and why the alert was raised.

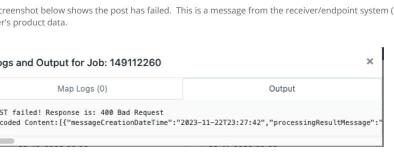
- Select Action on the highlighted row.
- Select Logs and Output

This should give you more information.



This should present us with the information we can review to decipher the issue.

The screenshot below shows the post has failed. This is a message from the receiver/endpoint system (Greene King) stating they rejected the transaction/file due to an issue with the sender's product data.

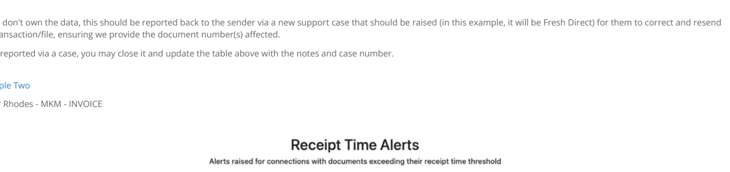


As we don't own the data, this should be reported back to the sender via a new support case that should be raised (in this example, it will be Fresh Direct) for them to correct and resend the transaction/file, ensuring we provide the document number(s) affected.

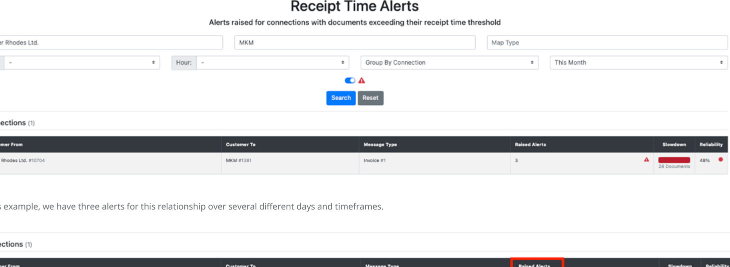
Once reported via a case, you may close it and update the table above with the notes and case number.

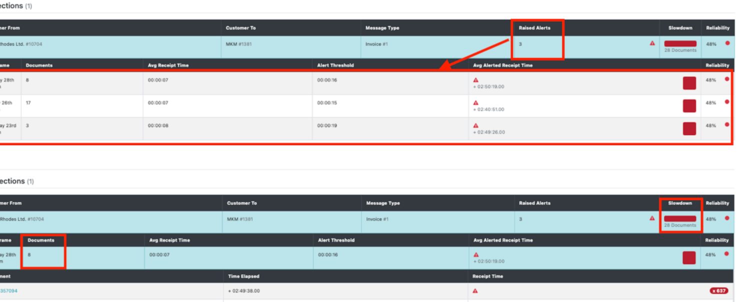
Example Two

Roper Rhodes - MKM - INVOICE



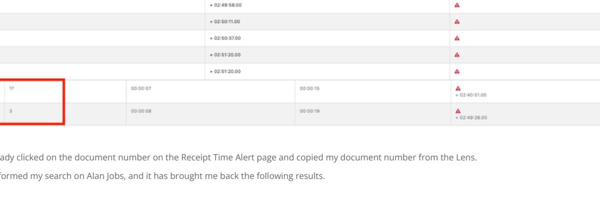
In this example, we have three alerts for this relationship over several different days and timeframes.





I have already clicked on the document number on the Receipt Time Alert page and copied my document number from the Lens.

I have performed my search on Alan Jobs, and it has brought me back the following results.

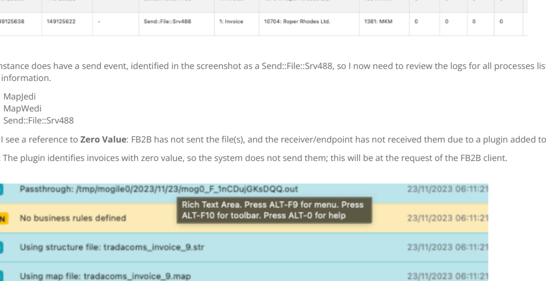


This instance does have a send event, identified in the screenshot as a Send::File::Srv488, so I now need to review the logs for all processes listed against this transaction until I can find some information.

- MapJedi
- MapWedi
- Send::File::Srv488

Here, I see a reference to **Zero Value**: FB2B has not sent the file(s), and the receiver/endpoint has not received them due to a plugin added to the input of that relationship.

INFO: The plugin identifies invoices with zero value, so the system does not send them; this will be at the request of the FB2B client.



As this is a known validation rule, it would be classed as a **false negative**.

You don't need to raise a support case; you can record this instance in the table above.

This task has now been completed. ☑

Open AS2

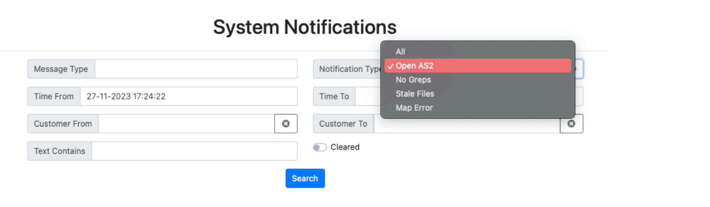
Record the number of alerts at the start and end of your check

Start	End	Comments

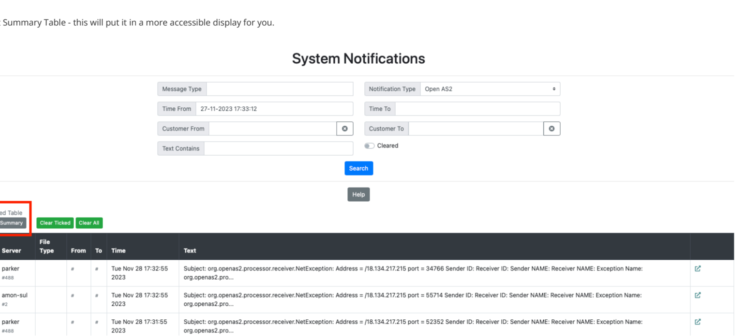
To clear the Open AS2 notifications.

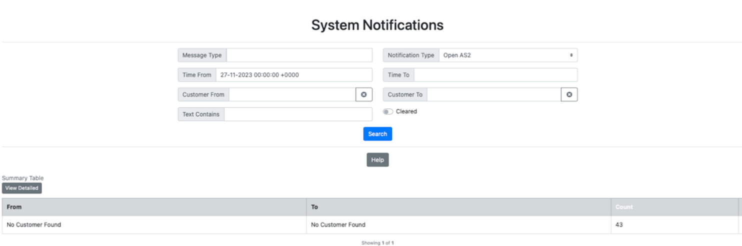
Login to Celosia for System Notifications - **Celosia/System Alerts**

Click the Filter Button, and from the Drop drop-down list 'Notification Type', choose Open AS2.
Then Click Update



Select Summary Table - this will put it in a more accessible display for you.

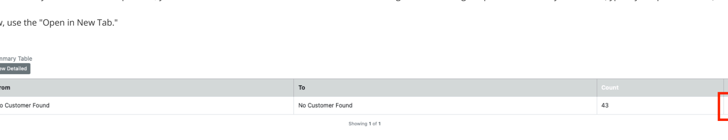




At time of screen grab there was only one entry, you may see more when you run this search in the morning

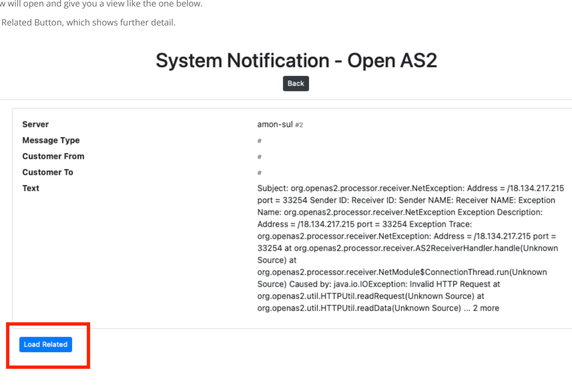
If there are any Notifications for Open AS2, you will have a list of different connections that have been generated during the period shown on your search (typically the past 24 hours).

Now, use the "Open in New Tab."



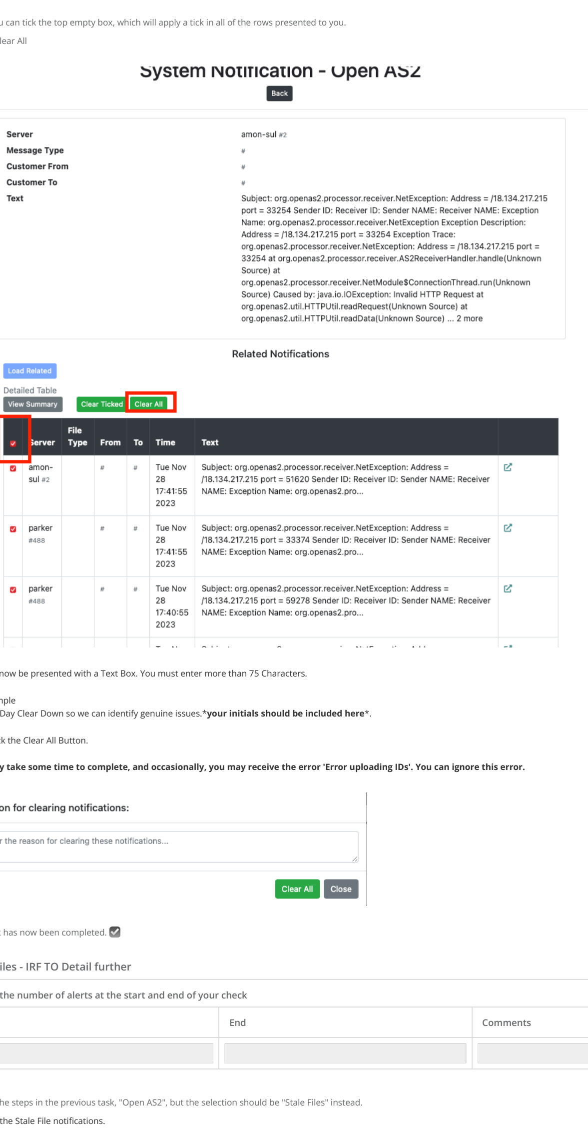
The new window will open and give you a view like the one below.

Select the Load Related Button, which shows further detail.



Now, you can tick the top empty box, which will apply a tick in all of the rows presented to you.

Select, Clear All

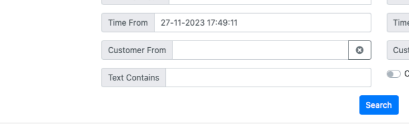


You will now be presented with a Text Box. You must enter more than 75 Characters.

For Example
'Start of Day Clear Down so we can identify genuine issues.***your initials should be included here***.

Then click the Clear All Button.

This may take some time to complete, and occasionally, you may receive the error 'Error uploading IDs'. You can ignore this error.



This task has now been completed. ☑

Stale Files - IRF TO Detail further

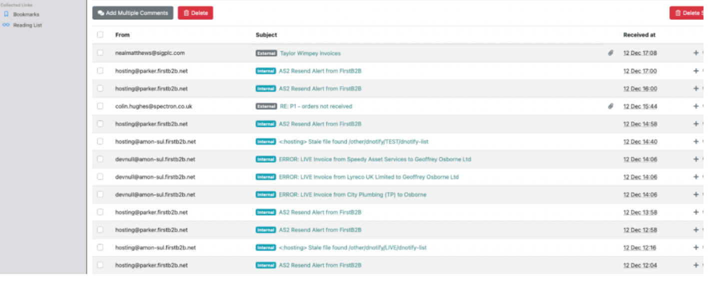
Record the number of alerts at the start and end of your check

Start	End	Comments

Repeat the steps in the previous task, "Open AS2", but the selection should be "Stale Files" instead.

To clear the Stale File notifications.

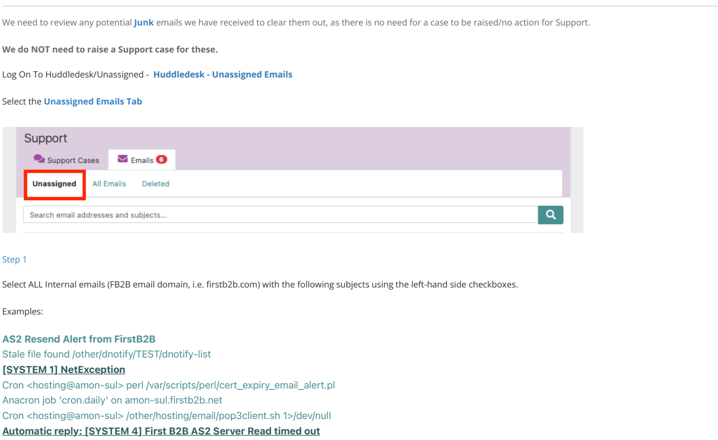
Login to Celosia for System Notification - **Celosia/System Alerts**



This task has now been completed. ☑

Cleardown the Unassigned

Within Huddledesk, we must clear down the **Unassigned Emails** which have arrived overnight to clear out anything that does not need a support case to be raised.



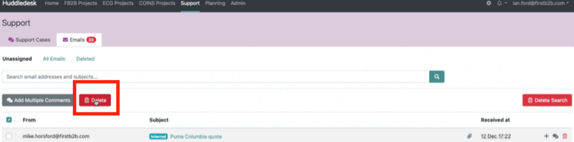
Unassigned Emails - Junk

We need to review any potential **Junk** emails we have received to clear them out, as there is no need for a case to be raised/no action for Support.

We do NOT need to raise a Support case for these.

Log On To Huddledesk/Unassigned - **Huddledesk - Unassigned Emails**

Select the **Unassigned Emails Tab**



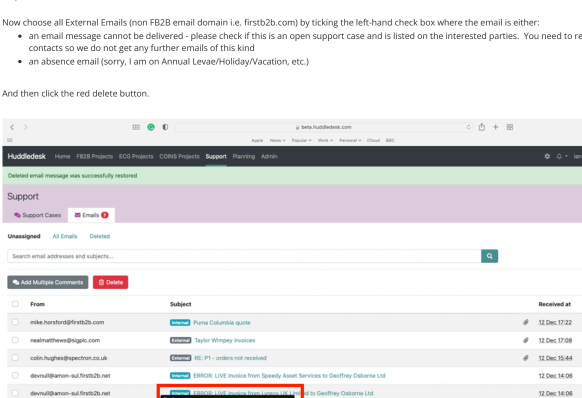
Step 1

Select ALL Internal emails (FB2B email domain, i.e. firstb2b.com) with the following subjects using the left-hand side checkboxes.

Examples:

AS2 Resend Alert from FirstB2B
Stale file found /other/dnotify/TEST/dnotify-list
[SYSTEM 1] NetException
Cron <hosting@amon-sul> perl /var/scripts/perl/cert_expiry_email_alert.pl
Anacron job 'cron.daily' on amon-sul.firstb2b.net
Cron <hosting@amon-sul> /other/hosting/email/pop3client.sh 1>/dev/null
Automatic reply: [SYSTEM 4] First B2B AS2 Server Read timed out
[SYSTEM 3] First B2B AS2 server InvalidMessageException...
Unidentifiable file. May be from: nnnnn where nnnn is any number from 1 to 5 digits

Then Click the red DELETE Button.

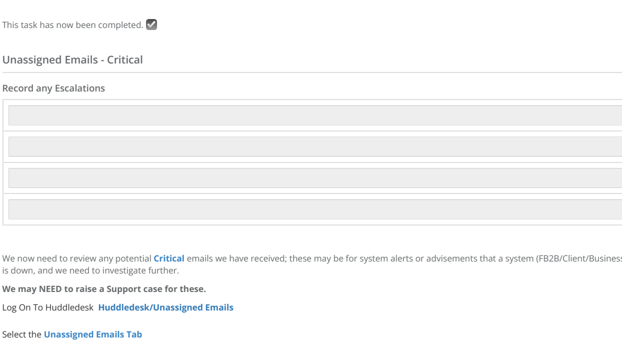


Step 2

Now choose all External Emails (non FB2B email domain i.e. firstb2b.com) by ticking the left-hand check box where the email is either:

- an email message cannot be delivered - please check if this is an open support case and is listed on the interested parties. You need to remove them from that case AND Huddledesk contacts so we do not get any further emails of this kind
- an absence email (sorry, I am on Annual Levae/Holiday/Vacation, etc.)

And then click the red delete button.



Step 3

Now, repeat steps 1 - 2 for each page of unassigned emails until only a single page or fewer of unassigned emails remain.

This task has now been completed. ☑

Unassigned Emails - Critical

Record any Escalations

We now need to review any potential **Critical** emails we have received; these may be for system alerts or advisements that a system (FB2B/Client/Business Partner/a client Trading Partner) is down, and we need to investigate further.

We may NEED to raise a Support case for these.

Log On To Huddledesk **Huddledesk/Unassigned Emails**

Select the **Unassigned Emails Tab**

The screenshot below shows alerts from various business partners, which we need to investigate and possibly escalate internally. We should treat these as **important**.

Business Partners

- ECGRID - ecgrid.com (Our VAN comms provider)
- RACKSPACE - rackspacecloud.com (hosting cloud services)

Outage

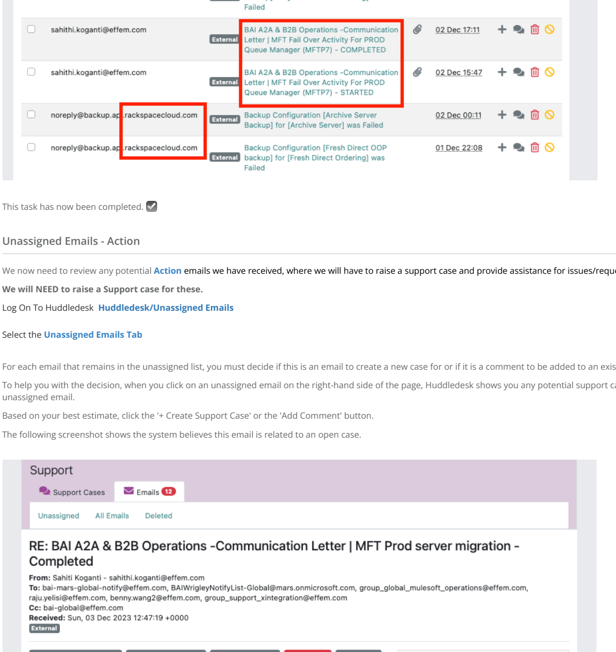
We also see emails for outages (in this example, our client Mars).

We need to look into this issue; if this is a planned outage for maintenance, has the outage been completed? (check all emails as they appear in time & date order) If it has been completed, check if everything is processing as expected.

It may be a more significant issue where the outage is still happening. We need to remember this will have a knock-on effect on transmissions and any of their trading partners.

If you are unsure how to proceed or want to check this information, feel free to escalate to OPS Management on a case-by-case basis, as there may be something we expect or know about.

Please do NOT just delete these emails before checking.



This task has now been completed. ☑

Unassigned Emails - Action

We now need to review any potential **Action** emails we have received, where we will have to raise a support case and provide assistance for issues/requests being logged with us.

We will NEED to raise a Support case for these.

Log On To Huddledesk **Huddledesk/Unassigned Emails**

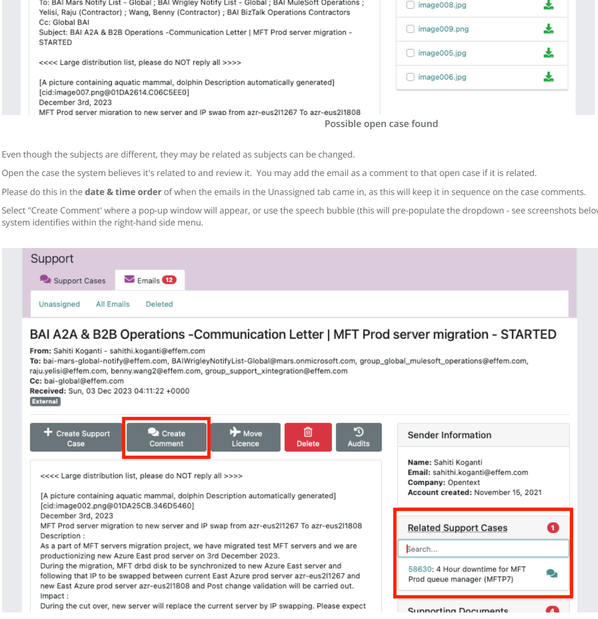
Select the **Unassigned Emails Tab**

For each email that remains in the unassigned list, you must decide if this is an email to create a new case for or if it is a comment to be added to an existing topic.

To help you with the decision, when you click on an unassigned email on the right-hand side of the page, Huddledesk shows you any potential support cases that may match your unassigned email.

Based on your best estimate, click the '+ Create Support Case' or the 'Add Comment' button.

The following screenshot shows the system believes this email is related to an open case.



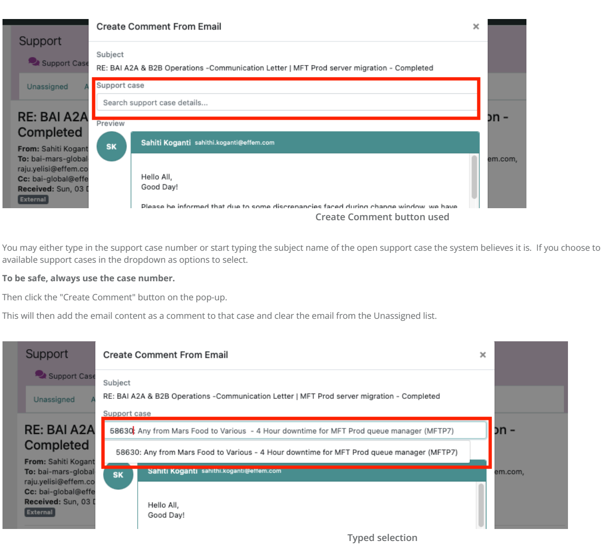
Possible open case found

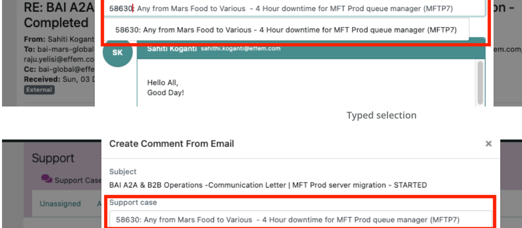
Even though the subjects are different, they may be related as subjects can be changed.

Open the case the system believes it's related to and review it. You may add the email as a comment to that open case if it is related.

Please do this in the **date & time order** of when the emails in the Unassigned tab came in, as this will keep it in sequence on the case comments.

Select "Create Comment" where a pop-up window will appear, or use the speech bubble (this will pre-populate the dropdown - see screenshots below) in the Related Support Case the system identifies within the right-hand side menu.





Create Comment button used

You may either type in the support case number or start typing the subject name of the open support case the system believes it is. If you choose to use the subject, it will provide other available support cases in the dropdown as options to select.

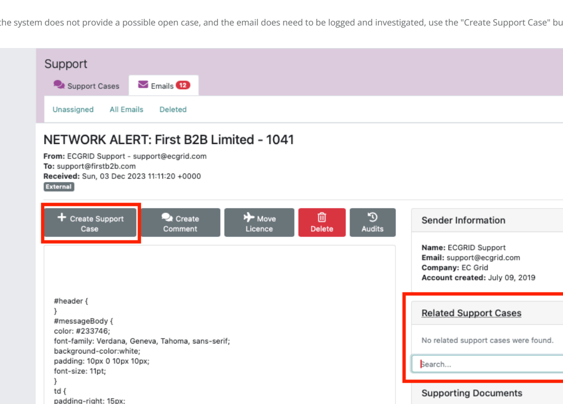
To be safe, always use the case number.

Then click the "Create Comment" button on the pop-up.

This will then add the email content as a comment to that case and clear the email from the Unassigned list.

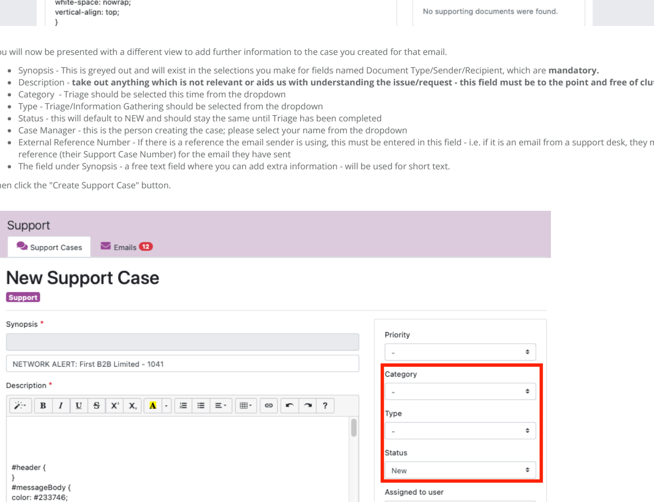


Typed selection



Speach bubble used

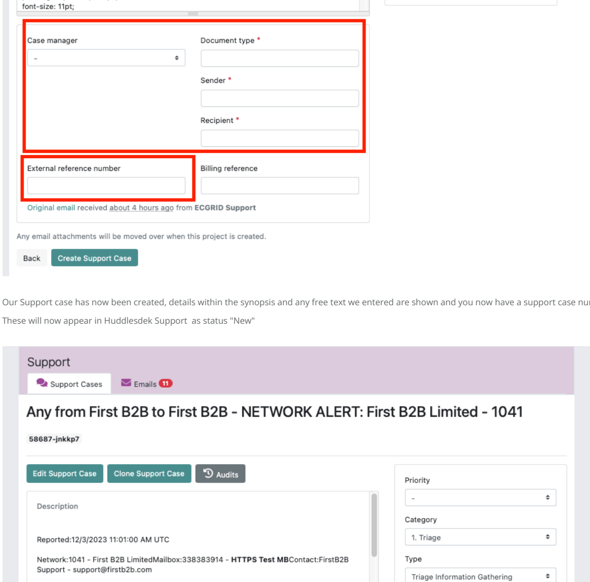
If the system does not provide a possible open case, and the email does need to be logged and investigated, use the "Create Support Case" button.



You will now be presented with a different view to add further information to the case you created for that email.

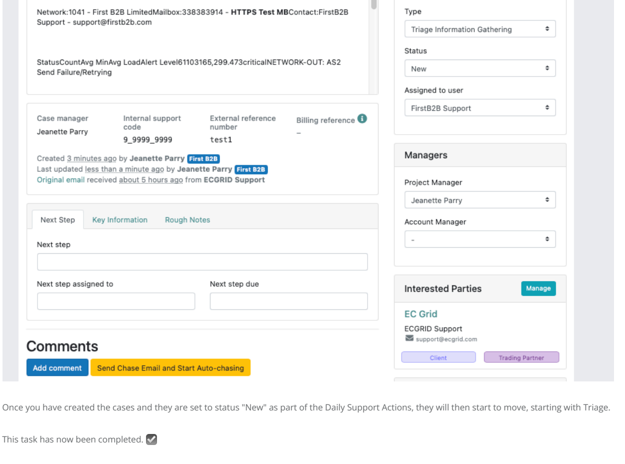
- Synopsis - This is greyed out and will exist in the selections you make for fields named Document Type/Sender/Recipient, which are **mandatory.**
- Description - **take out anything which is not relevant or aids us with understanding the issue/request - this field must be to the point and free of clutter**
- Category - Triage should be selected this time from the dropdown
- Type - Triage/Information Gathering should be selected from the dropdown
- Status - this will default to NEW and should stay the same until Triage has been completed
- Case Manager - this is the person creating the case; please select your name from the dropdown
- External Reference Number - If there is a reference the email sender is using, this must be entered in this field - i.e. if it is an email from a support desk, they may provide their reference (their Support Case Number) for the email they have sent
- The field under Synopsis - a free text field where you can add extra information - will be used for short text.

Then click the "Create Support Case" button.



Our Support case has now been created, details within the synopsis and any free text we entered are shown and you now have a support case number.

These will now appear in Huddlesdek Support as status "New"



Once you have created the cases and they are set to status "New" as part of the Daily Support Actions, they will then start to move, starting with Triage.

This task has now been completed. ☑

Start FB2B Daily Support Actions

Create the checksheet for the Daily Support Actions from the template.

The Start Working Day process for today has been completed. 👍

Help